

**FEDERAL AVIATION ADMINISTRATION
CUSTOMER SERVICE STANDARDS**

Department: Transportation
Agency: Federal Aviation Administration
Organization: Regulation and Certification
Service Area: Airmen Certification
Service Category: Application Processing
Delivery Mechanism: Correspondence, In person, Telephone
Mission: Responsible for testing and certification of airplane pilots.
Customer Segment: General Public

STANDARDS:

STANDARD	RESULT
We will process your application for certification within 21 working days of receipt.	Due to external processing considerations outside of FAA's control, The standard will be increased to 90 calendar days beginning with FAA receipt of a complete application. In those very rare cases when a certificate is not processed in 90 calendar days, an extension of the temporary airmen certificate will be granted. The revised standards and an improved information page will be added to the Civil Aviation Registry's Internet site (http://www.faa.gov/).
We will provide written test results within 20 working days.	Written test results are provided to the customer immediately after completing the written test.
We will respond to your correspondence and requests for duplicates within 3 working days.	Based on our systematic sampling of internal correspondence processing, especially requests for duplicates, FAA is meeting the 3-day standard set.
We will be polite, considerate, and helpful.	We receive numerous letters of appreciation from airmen and the general public citing our prompt service and helpful attitude.

Published: 1994

Department: Transportation

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Agency: Federal Aviation Administration

Organization: Civil Aviation Security

Service Area: Civil Aviation Security

Service Category: Air Carrier and Airport Security

Delivery Mechanism: Correspondence; in person, telephone

Mission: To protect the traveling public in air transportation throughout the world.

Customer Segment: Business; General Public; States, Localities and Other Partners; Travelers; Tourist and Outdoor Enthusiasts

STANDARD	RESULT
Always seek input from and coordinate with all stakeholders before amending the Federal Aviation Regulations and security programs.	The latest Aviation Security Advisory Committee (ASAC) met in July 1996 and agreed to engage in a major rulemaking activity involving all participants. Participation in the ASAC is expanding. Nearly 100 people representing over 50 groups attended this latest meeting.
Have Federal Security Managers at 19 major airports in the U.S. to coordinate security measures, policies, and programs.	All 19 Federal Security Managers (FSMs) are now in place at the designated Category "X" airports that are named in the Air Carrier Standard Security Plan (ACSSP).
Have agents at airports across the country to conduct continuous inspections and investigations of security measures, to share results immediately upon completion, and to ensure corrective action.	Civil aviation security special agents inspect the aviation industry's security operations at regular intervals and at unscheduled times. During inspections, weaknesses and deficiencies were corrected, security violations were identified, and enforcement action was initiated through warnings or letter of correction, civil penalties, certificate revocation, or criminal prosecution.
Provide Federal Air Marshals (FAM) for in-flight security on selected flights for U.S. airlines.	The FAM program provides specially trained, armed teams of civil aviation security specialists for rapid deployment worldwide on U.S. air carriers by deterring criminal and terrorist acts which target civil aviation. During 1995, FAM's provided in-flight security on flights of all major U.S. air carriers to and from 69 cities and 16 countries. They also opened their national training support facility at the FAA Technical Center in Atlantic City, N.J.

Conduct hazardous materials surveillance and inspection of all air carriers serving the United States to ensure safe handling.	In 1995, 185 foreign-scheduled and public charter air carriers serving airports in the United States were required to follow FAA-approved security programs. The 348 domestic- and foreign-scheduled and public charter air carriers serve 501 airports within the U.S. Each airport is also required to adopt and use a security program to provide a secure operating environment for the air carriers.
Provide training and support for K-9 explosive detection teams at major airports.	The FAA canine explosives detection program helps prevent the introduction of improvised explosive devices and other explosive materials into the civil aviation transportation system. In 1995, 30 airport authorities and local law enforcement agencies participated in this program with over 100 teams located at major US airports.
Collaborate with FBI, Drug Enforcement Administration, and U.S. Customs to develop strategies and state-of-the-art techniques for drug interdiction.	Investigations conducted under the Drug Support Program resulted in 91 airmen revocations in the First Quarter FY96. This is more than a 100 percent increase over First Quarter FY95. The increase is due to the success of the Federal Bureau of Prisons, Probation, and Parole programs which match records with FAA airmen certificates to revoke the certificates of pilots convicted of drug smuggling.

Published: 1995

Department: Transportation
Agency: Federal Aviation Administration
Organization: Air Traffic Service
Service Area: Weather and Flight Service
Service Category: Aviation weather and flight data
Delivery Mechanism: Computer
Mission: Provide general aviation pilots with easy access to weather data and flight plan processing via personal computer.
Customer Segment: Pilots

STANDARDS:

STANDARD	RESULT
Assure pilots, who possess a valid pilot certificate and current medical, DUAT access within 10 days of their request for service.	New users received access codes and computer software from the vendors on the average of eight working days from their initial request.
Provide enhancements to the current system, such as weather graphics and ICAO flight plan capabilities, as advances in technology are identified.	A new recompetete contract was awarded March 1966, and contained new requirements for weather graphics, ICAO flight planning, VFR flight plan closure and plain text English of weather alphanumeric data.
Translate DUAT alphanumeric weather data into plain text English.	Domestic weather formats changed to international standards (METAR/TAF) July 1, 1996. DUAT provides plain text English for these products.
Provide 24-hour free access to the DUAT vendors' "Help Line" for questions regarding technical or data base problems.	24-hour "Help Line" was available throughout the year.

Published: 1995

Department: Transportation

Agency: Federal Aviation Administration

Organization: Regulation and Certification

Service Area: Pilot Medical Certification

Service Category: Aviation Medical Certification

Delivery Mechanism: Correspondence; in person, telephone

Mission: Ensure that airline pilots, passengers, and the public are safe from aircraft accidents that could be the result of pilot medical problems.

Customer Segment: General Public

STANDARD	RESULT
Your pilot medical certificate will be issued to you in your AME'S office on the day you complete your medical examination, unless medical problems require further review.	Commitment is being met. If the applicant pilot passes the examination without any evidence of medical problems, the physician issues the appropriate medical certificate on-the-spot.
If your certification cannot be issued by your AME because further medical review is required, your paperwork will be forwarded to the FAA. We will process your application for medical certification (excluding special issuance cases) within 15 working days of receipt of all necessary medical information from your medical provider.	Average time to process unissued applications for medical certification is 14.4 working days.
We will respond to your request for duplicate medical certificates within 3 working days of receipt.	Average processing time for duplicate medical certificates is 3.4 working days. After reviewing the process, we are implementing an electronic imaging system for medical records which will provide essentially instantaneous desktop access to the medical record by anyone who needs such access. This will eliminate the need for the duplicate certificate clerk to hunt for the hard copy of the record and allow a significant improvement in processing time.

<p>We will respond to your request for full review of medical records within 15 working days of receipt.</p>	<p>Average time to process requests for full review of medical records was 15 working days. Our study of the process shows that files handled in-house are processed relatively rapidly (within 15 working days), however, those sent outside the division for further review take somewhat longer. We have revised the time required for a full records review to 25 working days. We have updated both the "Pilot Medical Certification" pamphlet and the AAM Internet site. faa.gov/avr/aam.home2.htm</p>
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Published: 1995 (Revised 1996)

Department: Transportation

Agency: Federal Aviation Administration

Organization: Airports

Service Area: Airport Grants

Service Category: Federal Grant Program

Delivery Mechanism: Correspondence; in person, telephone

Mission: Works in partnership with the aviation community in determining the most prudent use of federal and local funds to support the existing and future airport development needs.

Customer Segment: Business; General Public; States, Localities and Other Partners

STANDARDS:

STANDARD	RESULT
Respond to any request to be included in the National Plan of Integrated Airport Systems within 10 working days.	FAA Airports offices are continuing to monitor the National Plan of Integrated Airports Systems within 10 working days in order to identify the airports and development which should be considered in the National interest.
Conduct special workshops and seminars and participate in state aviation and airport user group meetings whenever requested to provide advice and receive comments on planning development guidelines.	Personnel from the various offices have conducted and participated in meetings with many of the groups within the airports community to provide and receive comments on planning and development guidelines. Meetings have included State aviation conferences and regional and national conferences /workshops sponsored by aviation advocacy groups.

Update our advisory circulars to reflect the current state of the industry whenever changes are made to the airport development standards.	The advisory circulars related to airport development standards have been updated when necessary to reflect the most current standards. This ensures that all new plans for airport development conform to the existing criteria.
Consider all requests for airport inspections within 30 days to determine conformity with Federal standards.	We have responded to all requests for airport inspections concerning conformance to Federal standards when considering the airports for grant funds. We continue to consider all requests for airport inspections within 30 days.
Conduct local joint planning conferences, as requested, and take necessary follow-up actions.	Many of the Airports offices are in the form of joint planning conferences which involve all users and tenants at the airports.
Coordinate Airport Capital Improvement Plan formulation with airport sponsors on an annual basis.	The Airports offices meet and work with the airports on a regular basis to develop capital improvement plans in order that work at the airports may be considered for AIP funding as funds and priorities permit. As Airport Capital Improvement Plans are developed, they are maintained and updated on an annual basis.
Respond within 30 working days to requests for assistance regarding airport development needs.	We have been able to take all necessary action to process requests for AIP assistance within prescribed time limits. Judging from the continual feedback which all of our offices receive, the customers are very satisfied with the timeliness of actions from the Airports offices. We are committed to responding within 30 working days to requests for assistance regarding airport development needs.

Department: Transportation

Agency: Federal Aviation Administration

Organization: Regulation and Certification/Flight Standards

Service Area: Petitions for Exemptions to Title 14, Chapter 1, Code of Federal Regulations

Service Category: Information provision; Rulemaking

Delivery Mechanism: Correspondence; Electronic

Mission: To manage and track the processing of petitions (requests), submitted by the public, for exemption from the FAA (Title 14 CFR, Chapter 1).

Customer Segment: General Public; States Localities and Other Partners

STANDARDS:

STANDARD	RESULT
When the customer first contacts us to file an exemption, we will respond to the inquiry within 30 days.	New published standards. Collecting data for first annual evaluation.
Once the customer files an exception petition, we will publish the petition in the Federal Register within 45 days.	New published standards. Collecting data for first annual evaluation.
The public will have 20 days to comment on the Federal Register publication.	New published standards. Collecting data for first annual evaluation.
We will respond to the customers request for status of the petition within 1-3 work days for phone inquiries and 30 days for written inquires.	New published standards. Collecting data for first annual evaluation.
We will respond to the petition for exemption within 120 days from the date of receipts. In some cases more time may be needed to conduct thorough research, analysis, and coordination for more complicated petitions.	New published standards. Collecting data for first annual evaluation.
If we require more than 120 days to respond to the petition, we will contact you to inform you on the reasons.	New published standards. Collecting data for first annual evaluation.

Publisher: 1996

Department: Transportation

Agency: Federal Aviation Administration

Organization: Regulation and Certification

Service Area: Operation Specification

Service Category: Information provision

Delivery Mechanism: Correspondence; Publication

Mission: To provide the public with accident-free aircraft operations through the highest standards in the world.

Customer Segment: General Public; Public Safety and Trust

STANDARDS:

STANDARD	RESULT
We will make every effort to respond to your initial operations specifications request within 15 working days.	New published standard. Collecting data for first annual evaluation.
We will be available to assist you throughout the development of the operations specifications. The FAA may stop this process at anytime if all requirements are not met	New published standard. Collecting data for first annual evaluation.
We will work with you and make every effort to complete the initial operations specifications within 30 working days.	New published standard. Collecting data for first annual evaluation.
We will work with you and make every effort to complete the reissue of individual paragraph amendments with 7 working days.	New published standard. Collecting data for first annual evaluation.

Published: 1996

Department: Transportation

Agency: Federal Aviation Administration

Organization: Airports

Service Area: Airports Safety Land Acquisition Construction Design Operational Standards Certification and Compliance Environmental and Community Compatibility

Service Category: Information provision; Rulemaking

Delivery Mechanism: Correspondence; Electronic

Mission: To work in partnership with the aviation community to build and operate safe, well-designed and constructed airports that effectively and efficiently serve aviation, at compatible within local communities, and minimize adverse impacts to the natural environment.

Customer Segment: General Public

STANDARDS:

STANDARD	RESULT
Participate at least twice a year in state/local/international aviation and airport user group meetings. At these meetings we will provide advice on and hear your ideas on how to improve airport safety.	New published standard. Collecting data for first annual evaluation.
Inspect certificates airports at least every three years to determine their compliance with prescribed safety requirements.	New published standard. Collecting data for first annual evaluation.
When complaints are received, take appropriate action to ensure that airport sponsors are complying with the assurances and conditions agreed to buy them when they accepted Federal airport grants.	New published standard. Collecting data for first annual evaluation.
Respond within 30 working days to requests to conduct environmental and noise compatibility studies.	New published standard. Collecting data for first annual evaluation.

Published: 1996

Department: Transportation

Agency: Federal Aviation Administration

Organization: Regulation and Certification/Aircraft Certification Service

Service Area: Aircraft Certification Systems Evaluation Program Operation Specification

Service Category: Aircraft Operations

Delivery Mechanism:

Mission: Monitor aviation safety performance and provide only one operational safety aircraft by providing compliance reviews of prescribed safety standards; by maximizing corporation with industry; and by identifying technological trends that require new or revised regulations, policy, guidance and training.

Customer Segment: General Public

STANDARDS:

STANDARD	RESULT
For domestic facilities, we will mail you an evaluation notification 45 days in advance. If your facility is in another country, your notification will be mailed 65 days in advance. When special situations initiate a need for immediate evaluation of your facility; we will notify you as soon as possible.	New published standard. Collecting data for first annual evaluation.
We will coordinate the planning for the evaluation with you so that you can adequately prepare for and support the evaluation.	New published standard. Collecting data for first annual evaluation.
We will conduct ourselves professionally at all times, and will perform the evaluations with technical accuracy and skills.	New published standard. Collecting data for first annual evaluation.
We will be available to answer any of your questions before, during, and after the evaluation.	New published standard. Collecting data for first annual evaluation.

Published: 1996

Department: Transportation

Agency: Federal Aviation Administration

Organization: Commercial Space Transportation

Service Area: Licensing Commercial Launch Operations at Federal Launch Sites

Service Category: Application processing; Information Provision

Delivery Mechanism: Correspondence; Telephone

Mission: To regulate the U.S. commercial launch industry and license commercial launch operations to ensure public health and safety and the safety of property and to protect national security and Foreign Policy interests of the U.S. during commercial launch operations; and to enhance the International competitiveness industry.

Customer Segment: General Public: States Localities and Other Partners; The U.S. Government and Federal Employees

STANDARDS:

STANDARD	RESULT
We will reply to request for licensing information within 2 working days of receipt of the request.	New published standard. Collecting data for first annual evaluation.
We will notify you within 48 hours of initial receipt of a launch license application and assign a Project Engineer (PE) who will be your point of contact and assist you in all phases of the licensing process. The PE will conduct pre-application consultations to advise you of the type of information needed to complete your application and to provide you with complete information on the licensing process.	New published standard. Collecting data for first annual evaluation.
We will advise you within 48 hours of initial receipt of a launch license application as to whether the proposed launch date meets the 180-day statutory time period for processing commercial launch licenses	New published standard. Collecting data for first annual evaluation.
We will Provide you with information, technical reference materials, tutorial documentation, and technical assistance in preparing your license application.	New published standard. Collecting data for first annual evaluation.
We will screen your application and notify you within 5 working days as to the completeness of your application package. (The application package must be sufficiently complete before the formal application processing period begins).	New published standard. Collecting data for first annual evaluation.

Published: 1996

Department: Transportation

Agency: Federal Aviation Administration

Organization: Regulation and Certification/Flight Standards Service

Service Area: Minimum Equipment Lists

Service Category: Aircraft Operations

Delivery Mechanism: Correspondence; Publication

Mission: To provide the public with accident-free aircraft operations through the highest standards in the world.

Customer Segment: General Public: States Localities and Other Partners; Travelers
Tourists and Outdoor Enthusiasts

STANDARDS:

STANDARD	RESULT
We will respond to your initial request to develop Minimum Equipment Lists within 15 working days.	New published standard. Collecting data for first annual evaluation.
We will work with you in meeting the requirements for developing Minimum Equipment Lists. The FAA may stop this process at anytime if all requirements are not met	New published standard. Collecting data for first annual evaluation.
We will complete the initial Minimum Equipment Lists approval in 90 working days.	New published standard. Collecting data for first annual evaluation.

Published: 1996

Department: Transportation
Agency: Federal Aviation Administration
Organization: Commercial Space Transportation
Service Area: Commercial Space Transportation
Service Category: Information provision; Inspection; Investigation
Delivery Mechanism: Correspondence; Electronic; Telephone
Mission: To regulate the U.S. commercial launch industry and license commercial launch operations to ensure public health and safety and the safety of property and to protect national security and foreign policy interests of the U.S. during commercial launch operations; and to enhance the International competitiveness of the Industry.
Customer Segment: General Public; States Localities and Other Partners; The U.S. Government and Federal Employees

STANDARDS:

STANDARD	RESULT
We will provide you with accurate and current information regarding commercial space transportation including industry information, market data and forecasts, and commercial space launch and satellite technology.	New published standard. Collecting data for first annual evaluation.
We will provide technical reference materials, tutorial documentation, and technical assistance in preparing your launch license application.	New published standard. Collecting data for first annual evaluation.
We will keep you informed of regulatory changes and of public meetings through Federal Register Notices, the trade press and trade associations newsletters and publications.	New published standard. Collecting data for first annual evaluation.
We will reply to requests for information in a timely and efficient manner: information requests- within 1-3 working days, or we will notify you; Telephone/Electronic mail - within 1-3 working days; licensing information requests - within 10 working days; we will provide you with prompt, courteous service at all times.	New published standard. Collecting data for first annual evaluation.

Published 1996

Department: Transportation

Agency: Federal Aviation Administration

Organization: Aircraft Traffic Services

Service Area: Capacity and Demand Management

Service Category: Information provision; Rulemaking

Delivery Mechanism: Correspondence; Electronic; Publication

Mission: Minimize air traffic delays experienced by the aviation community while ensuring the highest possible level of safety.

Customer Segment: Aviation community, General Public

STANDARDS:

STANDARD	RESULT
We will advise and update the aviation community every two hours on the development and movement of major weather systems that could cause air traffic delays.	New published standard. Collecting data for first annual evaluation.
We will reduce the rate of delays caused by volume and equipment by 20 percent over the 1994 level by the year 2000..	New published standard. Collecting data for first annual evaluation.
We will always keep the aviation community advised when delays are in effect or anticipated at major airports.	New published standard. Collecting data for first annual evaluation.
We will respond to all pilot requests to fly alternate routes to avoid areas of sever weather.	New published standard. Collecting data for first annual evaluation.
We will constantly monitor air traffic delays and cancel or reduce them whenever possible.	New published standard. Collecting data for first annual evaluation.

Published: 1996

Department: Transportation
Agency: Federal Aviation Administration
Organization: Aircraft Traffic Services
Service Area: Route Planning
Service Category: Information provision
Delivery Mechanism: Electronic; Publication
Mission: Provide the aviation community with flexible, cost effective routing options, which are free from unnecessary restrictions and constraints.
Customer Segment: Aviation Community

STANDARDS:

STANDARD	RESULT
Conduct a quarterly audit of restrictions in the air traffic system.	New published standard. Collecting data for first annual evaluation.
Reduce the number and duration of restrictions by 30 percent from the 1994 baseline to significantly reduce operator costs.	New published standard. Collecting data for first annual evaluation.
Ensure that preferred routes are reviewed at least annually and that routes are revised/canceled as necessary.	New published standard. Collecting data for first annual evaluation.
Allow airspace users at least 30 days to review and comment on proposals to establish/revise preferred routes.	New published standard. Collecting data for first annual evaluation.
Process non-preferred route requests at least 2 hours prior to proposed departure time, and approve/disapprove on a workload permitting basis.	New published standard. Collecting data for first annual evaluation
The Air Traffic Control System Command Center will set aside a cadre of controllers from May 1 to October 31 to deal directly and independently with severe weather route problems.	New published standard. Collecting data for first annual evaluation.
Issue Special Weather Advisories, when appropriate which identify adverse weather areas, describe alternate routes, and provide accurate delay estimates.	New published standard. Collecting data for first annual evaluation
Conduct special user telephone conferences at least every 2 hours during periods when severe weather is impacting major traffic routes.	New published standard. Collecting data for first annual evaluation
Establish Flight Management System arrival/departure procedures at major airports.	New published standard. Collecting data for first annual evaluation

Published 1996